GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:530
ANSWERED ON:23.02.2006
REVISION IN TICKETS CANCELLATION CHARGES
Sugavanam Shri E.G.

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have revised the charges on rail ticket cancellation;

(b) if so, the details thereof alongwith the reasons therefor and its impact on the common man; and

(c) the steps taken to make the Railways passenger-friendly ?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a): Yes, Sir.

(b): In order to cover the increase in cost involved in processing the cancellation of tickets, the clerkage charge levied on cancellation of unreserved, Reservation against cancellation (RAC) and waiting list tickets has been increased by Rs. 10 for all classes, except for second class unreserved tickets where no increase has been made. Besides, the minimum flat cancellation charge on reserved tickets has also been increased for all classes ranging from Rs. 10 to Rs. 30, depending upon the class. Keeping the common man`s interests in mind, while cierkage charge on second class unreserved tickets has not been increased, the increase in fiat cancellation charge on second class reserved tickets has been kept at the minimum (Rs. 10).

(c) Refund rules are being revised, whenever feasible, to make them passenger friendly, in recent past, computerization of coaching refund scheme was introduced and amount of duplicate ticket charges were made refundable at destination.